Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend claims 1, 6, 11, 13 and 14 and add new claims 17-21 as follows:

1.   (currently amended)   A voice recognition system comprising:

a plurality of modules comprising at least a voice dialing module and a voicemail module for receiving voice inputs from a user and performing services for the user in response to the voice inputs, each of the plurality of modules including at least one function and at least one module including multiple functions;

a user information database storing user records including a function usage tally indicating the number of times the user has successfully performed each function; and

a prompt selection module for obtaining module, function and function usage tally information for an active current function currently being used by a user, selecting a prompt for presentation to the user, a prompt being a message from the system to the user calling for a user input appropriate to the function being performed, the prompt selection module identifying both an overall experience level of the user with the system and an experience level with the current active function being used, and selecting a prompt appropriate to the user's experience level with the current active function, selection of prompts tending to favor the presentation of more abbreviated prompts to users with greater experience levels with the current active function.

2.   (canceled)

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3.   (previously presented)The system of claim 1, wherein each module incorporates a prompt selection module to select prompts for that module.

4.   (original)   The system of claim 3, wherein the prompt selection for each module identifies the function for which prompting is needed and selects from among prompts associated with that function.

5.   (previously presented)The system of claim 4, wherein the user information database includes information indicating the user's proficiency in using the overall system.

6.   (currently amended)   The system of claim 1, wherein   a user proficiency score is determined for the current function that takes into account the number of times the user has successfully performed the ~~current~~ active function as well as the number of errors and the number of repetitions and prompts.

7.   (previously presented)The system of claim 1, wherein the user information database also stores the number of errors for each function .

8.   (original)   The system of claim 7, wherein the prompt selection being used employs the function usage tally for a function to determine a user experience category for the user with respect to the function.

9.   (original)   The system of claim 8, wherein the prompt selection being used determines the user experience category by selecting an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

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10.   (original)   The system of claim 9, wherein the prompt selection selects a

prompt associated with the user experience category.

11.   (currently amended)   A method of prompt selection in a voice recognition

system employing a plurality of modules including at least a voice dialing module and a voice

mail module, each of the plurality of modules including at least one function and at least one

module including multiple functions, comprising the steps of:

passing information indicating an active function currently being used by a user from a

module to a prompt module;

identifying a module and a function of the voice recognition system being employed

when a need for user prompting arises;

storing user records including a function usage tally indicating the number of times a user

has successfully performed each of the multiple functions on a function by function basis;

identifying utilizing the active function information by the prompt module to retrieve

both a user experience level for the system and for the function, said identifying including

obtaining function usage tally information for the active function; and

selecting a prompt appropriate for the user experience level for the active function, the

prompt being a message from the system to the user calling for a user input appropriate to the

active function being performed, the prompt to the user indicating the function being performed,

selecting of a prompt tending to favor the presentation of more abbreviated prompts to users with

higher experience levels while favoring the presentation of more elaborate prompts providing

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greater detail about the nature of input needed for users with lower experience levels with the active function.

12.   (original)   The method of claim 11, wherein the step of identifying the user experience level is followed by a step of identifying the user as belonging to a particular experience category and wherein the step of selecting a prompt includes selecting a prompt associated with the experience category to which the user belongs.

13.   (currently amended) The method of claim 12, wherein identifying the user experience category for a the active function includes examining user information for the active function retrieved from a voice information database storing user records including a function usage tally indicating a number of [[t]] errors in attempting to use the active function by the user.

14.   (currently amended) The method of claim 13, wherein identifying the user experience category for a the active function includes assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the active function falls.

15.   (original)   The method of claim 14, further including a step of updating the user information for each function whenever the user successfully invokes the function.

16.   (original)   The method of claim 15, wherein the step of updating the user information includes updating the user's function usage tally for a function upon each successful use of that function.

17.   (new) The system of claim 1 wherein the multiple functions for the voice dialing module include call menu accesses, call by contact, call by directory, and call by number; and the

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multiple functions for the voicemail module include message menu access, play message, and delete message.

18.   (new)   The system of claim 1 wherein the plurality of modules further comprise a user interface module and a directory module.

19.   (new)   The system of claim 1 wherein the plurality of modules are invoked by a user interface module as required in response to inputs by the user.

20.   (new)   The system of claim wherein each of the plurality of user modules has a corresponding prompt module which receives information indicating the active function and maintains awareness of the active function for which prompting is required.

21.   (new)   The system of claim 1 wherein a usage history for the user is organized on a module by module basis.

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